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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/886,457	06/20/2001	Greg Udelhoven	1340.002US1	4980
21186	7590	11/17/2006	EXAMINER	
SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A. P.O. BOX 2938 MINNEAPOLIS, MN 55402			SALIARD, SHANNON S	
		ART UNIT	PAPER NUMBER	
		3628		

DATE MAILED: 11/17/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/886,457	UDELHOVEN ET AL.
	Examiner	Art Unit
	Shannon S. Saliard	3628

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 07 September 2006.
 2a) This action is FINAL. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-37 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 1-37 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) Notice of References Cited (PTO-892)
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
 3) Information Disclosure Statement(s) (PTO/SB/08)
 Paper No(s)/Mail Date _____

4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date _____

5) Notice of Informal Patent Application

6) Other: _____

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 7 September 2006 has been entered.

Status of Claims

2. Applicant has amended claims 1, 14, and 25. No claims have been cancelled or added. Thus, claims 1-37 remain pending and are presented for examination.

Claim Rejections - 35 USC § 112

3. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

4. **Claims 1, 14, and 25** are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

As per **claims 1 and 25**, the limitation "retrieving traveler data" as recited is vague and indefinite. It is unclear to the Examiner if the retrieved travel data is the

"traveler information" for inserting into a traveler database (lines 2-3 of claim 1) or if the retrieved traveler data is referring to some other/new data.

As per **claim 14**, the limitation "the first subset of the plurality of travelers" as recited is vague and indefinite. There is insufficient antecedent basis for this limitation in the claim.

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. **Claims 1-3, 5-10, 13-15, 18-23, 24-27, 29-34, and 37** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977].

As per **claims 1, 14, and 25**, Flake et al discloses a method for providing travel services, the method comprising: receiving data from a client system to insert into a traveler database having traveler information for a plurality of travelers (col 3, lines 46-52; col 8, lines 33-36; see Fig. 1); receiving a request from a travel arranger for at least one travel service (col 7, lines 1-14); requesting information regarding the at least one travel service from a Global Distribution System (GDS); retrieving traveler data from the traveler database; and displaying the traveler data in conjunction with the information from the GDS (col 2, lines 19-24; col 7, lines 16-27, displays for the agent {arranger} the

requesting customer's business/ and or individual profile information, along with all CRS information). Flake et al does not explicitly disclose displaying a user interface providing the subset of the plurality of travelers associated with the travel arranger; receiving through the user interface a selection of a traveler from the subset of the plurality of travelers; and retrieving traveler data for the selected traveler from the traveler database. However, Schiff et al discloses agents are assigned to process travel requests made by specific customers and business organizations [col 1, line 65-col 2, line 1]. Furthermore, Schiff et al discloses associating a traveler with a travel agent that is stored in a database, for a plurality of travel agent and a plurality of travelers [0008; 0018]. Moreover, Schiff et al discloses that an agent may be provided with an activity listing that enables the agent to access a listing of the customers that fall into the activity group [(display customers associated with that agent); 0153] such as a "to do" list; wherein the agent may select a customer from the list to obtain additional information for contacting that customer [0154]. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Schiff et al. Schiff et al suggests that agent/ customer tracking and management protects the agent's customer pool so that an agent does not receive reduced commissions through inappropriate customer switching among agents [0007].

As per **claims 2, and 26**, Flake et al further discloses further comprising: deferring a task related to the travel request; routing the task to a travel counselor for completion (col 8, lines 1-17).

As per **claims 3 and 27**, Flake et al further discloses wherein routing the task includes determining the travel counselor to receive the task based on the type of task (col 8, lines 40-43).

As per **claims 6, 19, and 30**, Flake et al further discloses wherein the at least one travel service includes an airline reservation service (col 3, lines 26-29).

As per **claims 7, 20, and 31**, Flake et al further discloses wherein the at least one travel service includes a hotel reservation service (col 3, lines 26-29).

As per **claims 8, 21, and 32**, Flake et al further discloses wherein the at least one travel service includes a rental car reservation service (col 3, lines 26-29).

As per **claims 9, 22, and 33**, Flake et al further discloses wherein the at least one travel service includes a train reservation service (col 26-29).

As per **claims 10, 23, and 34**, Flake et al further discloses wherein the at least one travel service includes a limousine reservation service (col 26-29).

As per **claims 13 and 37**, Flake et al further discloses further comprising: retrieving corporate travel data, said data including at least one travel policy; determining a valid travel service option from the information from the GDS in accordance with the at least one travel policy (col 3, lines 55-65).

As per **claim 15**, Flake et al further discloses wherein the at least one GDS includes the Sabre system (col 3, lines 22-25).

As per **claim 18**, Flake et al further discloses wherein the at least one GDS includes the Worldspan system (col 3, lines 26-29).

As per **claim 24**, Flake et al further discloses further comprising a call management system operative to forward requests to a user of the travel services component (col 8, lines 4-16).

As per **claims 5 and 29**, Flake et al further discloses wherein routing the task includes determining a skill grouping for the task (col 1, lines 65-67; col 2, lines 1-6).

7. **Claims 4 and 28** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as applied to claim 1 above, and further in view of Bull et al [U.S. Patent No. 5,995,943].

As per **claims 4 and 28**, Flake et al discloses all the limitations of claims 1 and 2. Flake et al does not disclose wherein routing the task includes determining that a travel related service has become available. However, Bull et al discloses a method for finding a requested service that was not yet available and monitoring information additions so that the user may be provided the information when it is available (col 6, lines 5-1). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Bull et al so that the travel agent does not have to spend unnecessary time searching for a travel service that best meets the customer's need.

8. **Claims 11 and 36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as

applied to claim 1 above, and further in view of Iyengar et al [U.S. Patent No. 6,360,205].

As per **claims 11 and 35**, Flake et al discloses all the limitations of claim 1. Flake et al does not disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary. However, Iyengar et al discloses accessing a database record for a traveler from a previous transaction to copy that data into a current request (col 8, lines 9-30). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Iyengar et al. Iyengar et al provides the motivation that the information from the previous transaction so that the request can be pre-populated with information and the user can avoid typing the information again.

9. **Claims 12 and 36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as applied to claim 1 above, and further in view of Harris et al [US 2002/0108109].

As per **claims 12 and 36**, Flake et al does not explicitly disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a first traveler's itinerary and further comprising copying the data regarding the first traveler's itinerary into a second traveler's itinerary. However, Harris et al discloses that a user inputs travel data for multiple passengers and that possible itineraries are

presented based on the user's profile [0048]. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to retrieve information regarding a first passenger's travel itinerary to input into a second traveler's itinerary for the customer convenience of avoiding repeating the booking process for each individual passenger that has an identical itinerary.

10. **Claims 16 and 17** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Schiff et al [US 2002/0022977] as applied to claim 1 above, and further in view of Lynch et al [U.S. Patent No. 6,119,094].

As per **claims 16 and 17**, Flake et al discloses all the limitations of claim 14. Flake et al does not disclose wherein the at least one GDS includes the Galileo system or the Amadeus system. However, Lynch et al discloses a travel reservation system that includes the Galileo system and the Amadeus system (col 4, lines 54-60). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Lynch et al to obtain a comprehensive inventory of travel service availability.

Conclusion

Examiner's Note: Examiner has cited particular columns and line numbers in the references as applied to the claims below for the convenience of the applicant. Although the specified citations are representative of the teachings in the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. It is respectfully requested that the applicant, in preparing the responses, fully consider the references in entirety as potentially teaching all or part of the claimed invention, as well as the context of the passage as taught by the prior art or disclosed by the examiner.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Shannon S. Saliard whose telephone number is 571-272-5587. The examiner can normally be reached on Monday - Friday, 8:00 am - 4:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Hayes can be reached on 571-272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

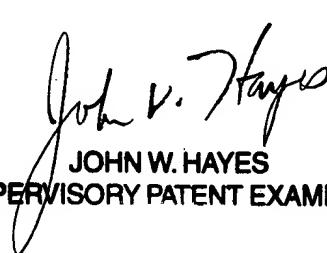
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JOHN W. HAYES
SUPERVISORY PATENT EXAMINER

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